

POINT OF ENGAGEMENT PROCESS FLOWCHART

**REFERRAL RECEIVED BY THE
HOTLINE**
(SDM Response Priority Tool is used)

**OPEN REFERRAL SENT TO THE
REGION FOR INVESTIGATION**
(SDM Safety and Risk Assessments
are completed)

Front-End Assessment on High-Risk Referrals
Domestic Violence
Mental Health
Substance Abuse

Medical Evidentiary Exam

REFERRAL CONCLUSION AND DISPOSITION

Differential Response (Low Risk - Unfounded)

Families are
referred and linked
to community
based services.

Case Conferencing

DCFS referral is
closed.

Alternative Response (Low/Moderate Risk - Inconclusive)

Families are referred
and linked to a
Family Preservation
Agency that provides
Alternative Response
Services

Case Conferencing

DCFS referral is
closed.

VFM/VFR Services (Moderate/High Risk - Substantiated)

CSW talks to the
family about
Voluntary Family
Maintenance
Services. Family
agrees to services
and the VFM
contract is signed.

Case Conferencing

DCFS case is opened
and VFM services
can continue for 6
months and may be
extended up to 12
months.

DCFS case is opened
and VFR services
can continue for up
to 6 months.

VFM/VFR with Family Preservation Services (High Risk - Substantiated)

CSW talks to the
family about Family
Preservation
Services. Family
agrees to FP services
and is linked to a
Family Preservation
Agency.

MCPC Case Plan is
completed.

DCFS case is opened
and FP services can
continue up to 6
months and may be
extended up to 12
months.

Detention (Very High Risk - Substantiated)

Medical Exam
Child Safety
Conference within
72 hours
Kin identified
If safety is
mitigated, child is
returned home.

If safety is not
mitigated, the child
will be placed in
the most familiar
and least restrictive
environment.

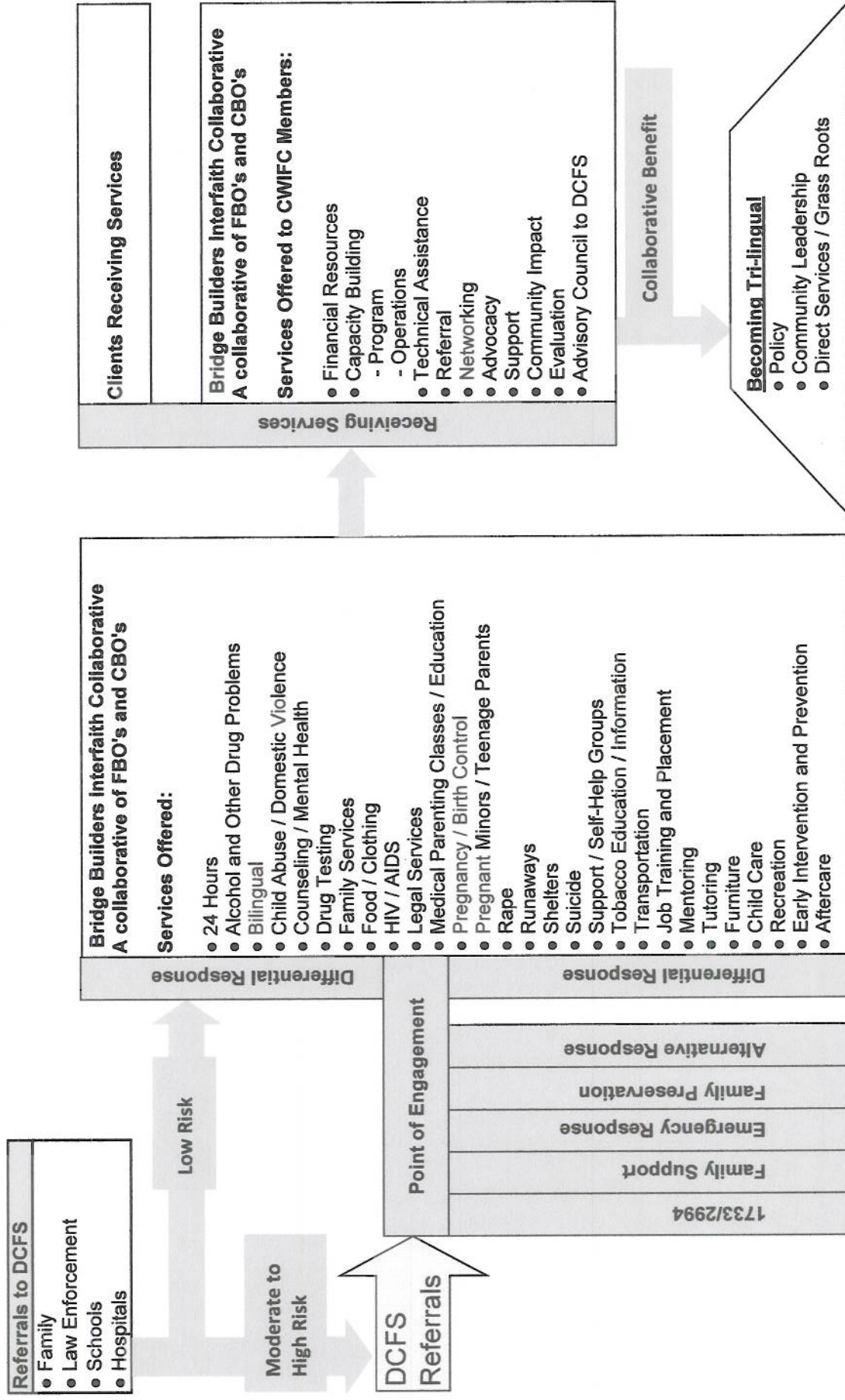
DCFS case is
opened. An ISW is
assigned. A MAT
completed

A PARC re-
assessment
completed every 90
days. The case will
continue until
family is reunified
or legal
guardianship/
adoption is
established.

Legend:

VFM – Voluntary Family Maintenance, VFR – Voluntary Family Reunification, MAT – Multidisciplinary Assessment Team, MCPC – Multidisciplinary Case Planning Committee. PARC – Permanency Action Review Committee. ISW – Intensive Service Worker. SDM – Structured Decision Making. ISW – Intensive Service Worker

Bridge Builders Interfaith Collaborative



Bridge Builders Interfaith Collaborative

**A resource for schools,
community and faith-based
organizations and other
professionals**

Bridge Builders Interfaith Collaborative	24 Hours	Alcohol and Other Drug Problems	Bilingual	Child Abuse / Domestic Violence	Counseling / Mental Health	Drug Testing	Family Services	Food / Clothing	HIV/AIDS	Legal Services	Medical	Parenting Classes / Education	Pregnancy / Birth Control	Pregnant Minors / Teenage Parents	Rape	Runaways	Shelters	Suicide	Support / Self-Help Groups	Tobacco Education / Information	Transportation	Job Training and Placement	Mentoring	Tutoring
Project IMPACT 2640 Industry Way Lynwood, CA 90262 (310) 631-9763	X		X	X	X		X					X							X	X	X	X	X	X
Tower of Faith Economic Development Corporation 4323 E. Rosecrans Ave. Compton, CA 90221 310-632-5555							X	X											X				X	X
The CAUSE Community Church		X	X	X	X	X	X	X	X			X	X	X					X			X	X	X
F.A.M.E. 2270 South Harvard Los Angeles, CA 90018 (323) 730-7750	X	X	X	X	X		X	X	X	X	X	X	X	X				X	X	X	X	X	X	X
Faithful Central 333 West Florence Ave. Inglewood, CA 90301 (310) 330-8000 ext. 3229	X	X	X	X	X		X	X	X	X	X	X	X	X				X	X	X	X	X	X	X
West Angeles Counseling Center 3017 Crenshaw Blvd Los Angeles, CA 90016 323-737-7463	X	X	X	X	X	X	X	X	X	X	X	X	X	X				X	X	X	X	X	X	X

Bridge Builders Interfaith Collaborative
Service Provider's Data Form

Agency's Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____ Office Hours: _____

Fax Number: _____ Fees: _____

Contact Person: _____

E-mail Address: _____

Web Site: _____

Please check the boxes that indicate the services your agency provides.

- | | | | |
|---|---|--|--|
| <input type="checkbox"/> Substance Abuse | <input type="checkbox"/> Bilingual | <input type="checkbox"/> Domestic Violence | <input type="checkbox"/> Car Seats |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Counseling/Mental Health | <input type="checkbox"/> Drug Testing | <input type="checkbox"/> Counseling |
| <input type="checkbox"/> Food | <input type="checkbox"/> Clothing | <input type="checkbox"/> HIV-AIDS | <input type="checkbox"/> Mental Health |
| <input type="checkbox"/> Legal Services | <input type="checkbox"/> Health Services | <input type="checkbox"/> Parent Education | <input type="checkbox"/> Immigration Service |
| <input type="checkbox"/> Pregnancy-Birth Control | <input type="checkbox"/> Pregnant Minors-Teenage Parent | <input type="checkbox"/> Rape | <input type="checkbox"/> Financial Literacy |
| <input type="checkbox"/> Runaways | <input type="checkbox"/> Housing | <input type="checkbox"/> Suicide | <input type="checkbox"/> Anger Management |
| <input type="checkbox"/> Support-Self Help Group | <input type="checkbox"/> Tobacco Education-Information | <input type="checkbox"/> Transportation | <input type="checkbox"/> Tutoring |
| <input type="checkbox"/> Job Training and Placement | <input type="checkbox"/> Mentoring | <input type="checkbox"/> Other: _____ | |

☐ Service Area: _____

Comments or Suggestions:
